

Arun District Council

REPORT TO:	Housing and Wellbeing Committee – 26 March 2023
SUBJECT:	Performance Measures for Housing Services – Quarter 3 Performance for the period 1 October to 31 December 2023
LEAD OFFICER:	Sasha Hawkins – Business Improvement Manager
LEAD MEMBER:	Councillor Carol Birch
WARDS:	All

CORPORATE PRIORITY / POLICY CONTEXT / CORPORATE VISION:

The performance measures will support the Council's vision and will allow the council to have visibility of how housing is performing as a service.

It will support the following aim.

Delivering the right homes in the right places

- Ensuring the existing housing stock in the district (private sector and council owned) is maintained to a high standard.
- Continue to bring empty homes back into use for the benefit of the community.

DIRECTORATE POLICY CONTEXT:

The Regulator of Social Housing expects that members and executive leaders are given performance information pertaining to the quality of homes, service performance and our engagement with tenants.

Our Resident Engagement Strategy has a specific aim 'Be Accountable' and we set out in this our commitment to publishing performance measures.

The performance measures set out within this report will ensure we are continuing to meet the requirements of The Regulator and deliver on the aims of our strategy

FINANCIAL SUMMARY:

Work continues to improve arrears levels across our general needs and leaseholder stock, which will increase the income received. The improvements being made to the re-let time will also have a positive impact on our income.

1 PURPOSE OF REPORT

- 1.1 To provide members with our Q3 performance on the agreed set of housing measures.

2 RECOMMENDATIONS

- 2.1 It is recommended that the Committee notes the content of this report.

3 EXECUTIVE SUMMARY

- 3.1 This report sets out the performance of housing services at Quarter 3 for the period 1 October to 31 December 2023.
- 3.2 These measures are in addition to the Tenant Satisfaction Measures we are required to report on by the Regulator.
- 3.3 The Regulator of Social Housing expects Members and executive leaders to regularly scrutinise performance information pertaining to the quality of homes, service performance and our engagement with tenants.
- 3.4 Compared to last quarter our performance has improved in 10 areas and declined in 6 areas.
- 3.5 The average relet time in days for all voids has increased only slightly from 70 days in Q2 to 71 days in Q3, whilst this is still higher we have seen improved performance during December and would expect to see an overall improvement in Q4 reporting. The overall voids relet time continues to be impacted by long term voids.
- 3.6 Our performance for repairs falls below the standards we expect, however the direction of travel is positive with improvements being achieved across all but one measure. As members know we have taken the decision to end the contract with Osborne Property Services Ltd. Over time we expect performance to then increase in this area, however this could take some time to realise as we enter into and mobilise new contractual arrangements.
- 3.7 Arrears due has increased from 4.94% from 5.82%, steps are being taken to improve income recovery, however external factors such as the cost of living continue to impact negatively on arrears levels.
- 3.8 An arrears workshop was held in February to look at our current processes and analyse data on the performance of income recovery, following this the Neighbourhood Services Manager is putting in place actions to improve income recovery collection.
- 3.9 We have continued to work with residents to gain access to their homes to carry out vital safety checks and we have seen performance improve this quarter from 96.83% to 97.86% for EICR checks and we are 100% compliant for gas safety checks.
- 3.10 On average complaints performance has improved this quarter and this is set out in more details within the Complaints and Determination report taken to committee this evening.

- 3.11 The average time households spent in B&B and TA is up this is due to the service facing increased demand. The number of cases where homelessness is prevented has increased.
- 3.12 Further detail on the figures and the actions being taken to improve performance are set out in Appendix 1 under manager comments.

4 DETAIL

- 4.1 There are 16 measures set out at Appendix 1 which give performance information pertaining to key areas of our service. Where any measures are only collected annually this will be set out in the report.
- 4.2 Within the tables set out in Appendix 1 we have included benchmarking against other providers, this data is provided by Housemark and determines which quartile our performance is in.
- 4.3 The column titled “ADC Quartile 2022/23” represents our performance for 2022/23 and gives members insight into how our current performance is measuring against last year’s performance, and the upper quartile column gives members insight into how far we are from upper quartile performance.
- 4.1 We are continuing work to improve void performance. Our new contractor is now handling all of our voids works, and they are performing well and we are seeing improvements in the quality of work and the speed of which they start working on properties.
- 4.2 It will still take time to see the true impact on our void turnaround times as there are a number of long-term voids which impact our figures, but their performance is monitored closely by the Repairs and Maintenance Manager.
- 4.3 Our Technical Officer positions have now been filled and void inspections are now taking place. Currently these inspections are only taking place once the previous tenants have vacated properties and post void handover. Once our void numbers begin to reduce, we are aiming to complete pre void inspections.
- 4.4 The table below sets out the number of voids in compared to the number of lettings made across the two quarters.

4.5

	Q2 (01/07/2023 – 30/09/2023)	Q3 (01/10/2023 – 31/12/2023)
Voids in	77	44
Lettings	66	67

4.6 The work we are doing to improve our complaints performance and satisfaction is set out in a separate report which has been presented to members this evening, but we are seeing improvements in this area and have moved into quartile 2 for performance.

4.7 In respect of rent arrears, staff continue to receive regular training on income recovery, and one of our officers is still solely focusing on this area and looking at high level arrears cases. Our financial inclusion officer is continuing to offer advice and support to those in arrears.

4.8 The Neighbourhood Services Manager is regularly monitoring arrears levels, and the arrears actions carried out to ensure we are increasing the rent collected.

4.9 Our repairs performance still falls below our target and the service we want for our residents. As members know we have ended the contract with Osborne Property Services Ltd which will enable us to plan a future repairs service ensuring this improves the time taken to carry out repairs.

4.10 We will be including robust key performance indicators (KPIs) as part of any new contract which will set out specific service standards and expectations that any new contractors will need to meet.

4.11 Appendix 2 sets out figures relating to fraud and the number of properties recovered and provides the level of service charge arrears for leaseholders.

5 CONSULTATION

5.1 No consultation has taken place.

6 OPTIONS / ALTERNATIVES CONSIDERED

6.1 To review the report and performance measures at Appendix 1

6.2 To request further information and/or remedial actions to be undertaken.

7 COMMENTS BY THE GROUP HEAD OF FINANCE/SECTION 151 OFFICER

7.1 Whilst there are no direct financial implications from this report, the KPI performance is reflected in the out-turn forecasts. Members are reminded that under performance has an adverse impact on this Committee's revenue budget and HRA budget.

8. RISK ASSESSMENT CONSIDERATIONS

8.1 There are no implications identified.

9. COMMENTS OF THE GROUP HEAD OF LAW AND GOVERNANCE & MONITORING OFFICER

9.1 There are no legal and governance implications.

10. HUMAN RESOURCES IMPACT

10.1 No impact identified.

11. HEALTH & SAFETY IMPACT

11.1 Appendix 1 set out performance information pertaining to compliance and repairs. These measures give oversight to help support effective management of health and safety risks associated with our housing stock.

12. PROPERTY & ESTATES IMPACT

12.1 The recommendations of this report have no impact on the Councils General Fund Portfolio or the delivery of Property, Estates, and Facilities functions.

13. EQUALITIES IMPACT ASSESSMENT (EIA) / SOCIAL VALUE

13.1 Not required as this is a performance monitoring report. Our performance is put on our website following the committee meeting, so we are transparent and accountable for how we are performing as a service.

14. CLIMATE CHANGE & ENVIRONMENTAL IMPACT/SOCIAL VALUE

14.1 No impact identified.

15. CRIME AND DISORDER REDUCTION IMPACT

15.1 No impact identified.

16. HUMAN RIGHTS IMPACT

16.1 There are no implications identified.

17. FREEDOM OF INFORMATION / DATA PROTECTION CONSIDERATIONS

17.1 There are no implications identified.

CONTACT OFFICER:

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BACKGROUND DOCUMENTS:

Appendix 1 – Table of performance measures

Appendix 2 – Fraud and leasehold charges performance

Appendix 3 – guide to measures